CLAIMS PROCEDURE FOR DAMAGES DUE TO SANITARY SEWER RESIDENTIAL BUILDING/ BASEMENT BACKUPS

STEP 1: Immediately upon discovery of a sanitary sewer backup into your home or basement, call Environmental Maintenance (EM) Dispatch (901)-529-8025. <u>STEP 2:</u> Provide the EM Dispatcher information such as name, address, phone number and nature of your problem. Follow instructions provided by the EM Dispatcher such as locating STEP 3: service line clean out and removal of its cap. EM crew will respond, determine the type and location of the problem (i.e. STEP 4: roots in service line, grease in mainline), and take corrective action on the cause of the backup. STEP 5: Based upon the evaluation above, EM may utilize a contractor for clean up activities. Such costs are limited to \$2,000. <u>STEP 6:</u> For costs associated with damaged appliances, furniture, clothing, or additional cleaning that may exceed \$2,000 a claim must be filed with the City's Claims Department. To initiate a claim please contact the Claims Department via phone at **STEP 7**:

(901)-636-6616.